

Position Description



Job Details

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| Job Title: | People and Culture Trainee |
| Reports to: | Operations Manager – People and Culture |
| Directorate: | People, Culture and Strategy |
| Date: | December 2024 |

Position Purpose/Job Summary

The People and Culture Trainee will be responsible for assisting the People and Culture team in wide range of roles in recruitment, learning & development, payroll and workforce management. The P&C trainee will rotate between these key functions to gain insight into the employee lifecycle through practical experience and exposure to a range of tasks.

Essential Criteria – Qualifications, Knowledge, Skills and Experience required

- Current Year 12 Student, recent school leaver, or early career professional
- Have a professional attitude.
- Sound knowledge of Microsoft Office suite (Word, Excel, Powerpoint)
- Be a confident communicator.
- Motivated with good problem-solving skills.
- Sound written and oral communication skills

Key Accountabilities – Position Specific

1. Provide customer service, fielding enquiries and requests from stakeholders, identifying their needs and addressing or referring promptly to determine and implement an appropriate course of action and provide solutions
2. Perform operational activities and processes including drafting correspondence, recruitment and selection, maintenance of position descriptions and labour establishment, collection and analysis of data to contribute to achievement of service delivery objectives
3. Recommend or implement process improvement actions within scope of services to increase operational efficiency and deliver improved services
4. Contribute to research and analysis for the business unit to present information that supports and contributes to business decision making and effective system utilisation
5. Manage and maintain records and information management systems underpinning service delivery to ensure the accuracy and currency of data and systems used
6. Assist with the implementation of key project deliverables in accordance with the workforce strategy and associated department strategies.
7. Support management of Councils' programs for trainees, apprentices, graduates, cadets and work experience
8. Provide administrative support for training programs including liaison with training providers, participants and caterers.
9. Assist the OD&L Coordinator in the delivery of training by organising printing of resources, liaising with caterers and the Governance Support Officer to ensure room setup is as needed.

Position Description



10. Provide customer service, fielding requests from staff, identifying their needs and referring them promptly to implement an appropriate course of action to meet their needs.

11. Create, implement and manage the coordination and maintenance of the L&D Training calendar – hard copies and on the intranet.

Key Accountabilities – Core

1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.

2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council

3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time

4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council

5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness, in accordance with Fairfield City Council's commitment to equal employment opportunity and a workplace free of discrimination and harassment.

Reporting Relationships

Direct: Nil

No. of Indirect: Nil

Key Relationships

1 Internal

| Communicating with | Nature of Communication |
|--|---|
| Staff within the Business Unit and/or Branch | Daily and on a face to face basis, and/or by telephone when necessary to provide data, information, administrative support, guidance and advice, participate in meetings and respond to requests and enquiries |
| Staff within the organisation, including councillors | Daily and on a face to face basis, and/or by email and telephone to answer enquires/requests for data and information, provide administrative support, provide advice and guidance and build and maintain relationships |

2 External

| Communicating with | Nature of Communication |
|---|--|
| Customers, Government bodies, external stakeholders and suppliers and consultants | To seek input, request quotes, exchange information and provide advice where necessary |

Position Description



Position Dimensions

Quantitative and qualitative accountabilities including authority and limitations.

1. Expenditure budget – Nil
2. Staff – Nil
3. Delegations - Nil

Decision making Authority & Accountability

Rights and limitations that apply to this position's decision-making authority.

1. The General Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1
2. The position has the autonomy to prioritise daily workloads to ensure the efficient co-ordination of activities
3. The position takes into consideration information gathered, needs of customers, users and stakeholders in determining and implementing appropriate solutions and action
4. The position is guided in its decision making by relevant Council policies, legislation, procedures and other relevant guidelines and regulations to ensure that information provided is relevant and current
5. The position refers matters that are technical, complex or where customers are not satisfied to a senior officer or manager for resolution

Problem Solving

Judgemental and thinking challenges within the context of the position.

1. The position operates in an environment with well-defined and limited number of methods, techniques or processes, which may be used in completing the work
2. This role is expected to work innovatively and effectively to deliver outcomes that meet the changing needs of the community/Council
3. The position is expected to analyse problems and determine a suitable course of action for issues that may arise in the execution of their day to day responsibilities.

Competencies

Performance in this role is also assessed on 'how' staff achieve their goals, based on the same behavioural expectations for all staff. An individual Work Plan, based on your position description will be established in partnership with your supervisor. Your supervisor will meet with you on a regular basis to ensure that you are performing as expected or assign some training to improve performance if needed.

Signature

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|---------------------------------|------------------|-------------|
| Employee: | Signature | Date |
| Authorised by: (Manager) | Signature | Date |